



July 7, 2015

Gord Macatee
BC Ferry Commissioner

ACE Program Review

Dear Sir:

Integrated IT Program Management

We have received and reviewed BC Ferries' documentation with respect to their integrated information technology program management and control process, tabled in their letter of June 29th, 2015.

The proposed governance model details the structure, roles, accountability, key processes, tools and authority for coordination of the inter-dependencies between the ACE Program, Fare Flexibility and Digital Experience Initiative and Payment Services project. In particular, the governance model provides for inter-program coordination, communication and issue resolution including:

- Executive level engagement and oversight
- Internal controls engagement and oversight
- Program / project management level coordination
- Business level integration coordination
- Technical level integration coordination
- Leverages and extends existing governance mechanisms
- Establishes decision rights and pushes decision making down to the appropriate level

In our assessment, the proposed coordination mechanisms provide a solid foundation for enabling effective coordination, management and risk mitigation of the inter-dependencies across the multiple initiatives.

Should you have any questions or require further discussion regarding this matter, please do not hesitate to contact me.

Regards,


Terry Clarke
PwC

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